

Thank you for participating. In order for an answer to be included you must click the option you agree with for each question you are answering. Please be sure to **click "Submit" at the end of the survey** or your responses will not be included.

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know, No Opinion or NA
a) Visual appeal of the community	0	0	$\circ$	C	0	0
o) Overall condition of the community	$\circ$	0	C	C	0	$\circ$
c) Maintenance of entry ways and common areas	c	С	O	С	C	O
d) Landscaping	0	0	$\circ$	C	0	0
e) Recreation areas	0	0	$\circ$	C	0	0
Condition of roads, parking areas, sidewalks and common areas	c	C	О	С	С	C
g) Exterior lighting	0	С	C	О	О	O

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know, No Opinion or NA
a) Ease of contacting when questions or problems arise	C	C	С	С	С	C
b) Follow-up after problems are reported to be sure that they have been resolved	C	C	О	C	С	0
c) Courtesy and respect with which you are treated	C	С	О	С	С	0
d) Ability to do what is required to keep you satisfied	C	c	O	C	c	C
e) Frequency of contact and communications	$\circ$	0	C	О	О	C
) Willingness to respond to your needs	$\circ$	0	C	C	C	C
g) Clarity of communication with you	$\circ$	0	C	C	C	0
n) Willingness to do what they say they will do	$\circ$	0	O	O	O	0
) Policies and procedures of the community	$\circ$	0	C	C	О	$\circ$
) Overall level and quality of service you are receiving	c	0	0	O	0	0

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know, No Opinion or NA
a) Responsiveness of maintenance personnel	0	0	0	С	0	0
b) Problem resolution	$\circ$	0	0	C	0	0
c) Courtesy of maintenance personnel	$\circ$	0	$\circ$	О	0	0
d) Work quality	$\circ$	0	$\circ$	C	0	0
e) Follow-up on maintenance requests to ensure satisfaction	С	C	C	С	С	0
f) Work completed correctly the first time	0	0	0	0	0	0



	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know, No Opinion or NA
a) Safety	C	0	0	0	0	C
b) Security	C	C	0	C	0	C
c) Parking	C	C	$\circ$	0	0	C
d) Location	C	0	C	0	0	0
e) Visitor parking	C	0	0	C	C	0

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know, No Opinion or NA
a) Overall condition of your home	0	0	0	C	0	0
o) Value of home compared to the monthly payment	С	C	С	C	С	C
c) Size of housing compared to housing in the community	c	O	O	O	С	O
d) Design and layout	0	0	C	0	0	0
e) Heating and air conditioning systems, if applicable	c	C	C	C	C	C
C) Landscaping (immediate area around your nome)	c	C	C	C	C	C
g) Appliances provided	0	0	C	0	0	C
n) Overall condition when you moved in (if moved in during the last 12 months)	c	C	O	C	C	O
) Pest control	0	0	0	0	0	0

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know, No Opinion or NA
a) Ease of the leasing process	0	0	$\circ$	C	$\circ$	0
Professionalism with which you were treated by leasing office staff	C	C	O	С	С	C
r) Follow-up and continuing contact with the easing agent	C	C	O	С	С	C
Overall level and quality of the leasing office	C	C	C	О	0	C



	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Don't Know, No Opinion or NA
a) When the property manager(s) promise to do something by a certain time, they do it	c	C	c	С	O	O
b) Overall Resident morale at the community is good	C	C	C	С	O	C
c) I would recommend this community to others	$\circ$	$\circ$	0	$\circ$	$\circ$	0
d) The property manager(s) are doing all they can to make the community appealing to Residents	c	C	c	С	C	C
e) Compared to other communities that I have ived in, this is the best managed	C	C	С	С	C	C
f) Based on my feelings today, I would seek housing in this community again	С	C	С	С	O	0
g) The PPV Partner conducted an adequate walk through inspection at move in (if moved in during the last 12 months)	С	C	С	С	С	С

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know, No Opinion or NA
a) Ease of referral process from the HSC staff to the PPV Partner	c	C	C	C	C	C
b) Quality of community housing information provided by the HSC staff	С	С	C	С	С	O
c) Professionalism with which you were treated by the HSC staff	С	С	О	С	С	C
d) Overall level of service provided to you by the HSC staff (Not the PPV Partner)	С	С	О	С	С	C
e) Follow-up on any issues reported to the HSC staff	О	С	О	С	С	C
) Ease of contacting HSC staff when questions or problems arise	C	С	О	С	С	C
g) Timely response by HSC staff to issues reported	C	C	О	С	С	C
n) Clarity of information and guidance from the HSC staff	C	C	О	С	C	C
) Frequency of contact and communication from the HSC staff	0	0	C	C	0	0

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Don't Know, No Opinion or NA
) The RECP is easy to understand	0	0	$\circ$	0	0	$\circ$
) The Navy PPV partner followed up to ensure eported RECP problems were resolved	C	C	С	O	C	С
) The Navy HSC provided useful information and support when RECP problems were reported	C	C	С	O	C	C
) The Navy HSC followed up to ensure reported RECP problems were resolved	0	0	O	C	O	0



10. Are you aware that the Navy Housing Service Center is your advocate for on and off Installation housing, including Privatized

Housing?		
C Yes		
C Yes C No		
C Don't Know or No Opinion		

#### 11. Please tell us your preference in regard to the Navy Housing Center office being co-located with the PPV partner community leasing office:

- C I like having the HSC and PPV leasing offices co-located
- C I would prefer the HSC and PPV leasing offices to be separate
- $\ensuremath{\text{C}}\xspace$  I do not have a preference regarding office co-location
- C Don't Know or Not Applicable

12.	When completing pr	revious surveys regardin	g your satisfaction wit	h privatized housing	, were you directly p	ressured to give higher
rati	ngs?					

C Yes

C No

C Don't Know or No Opinion



Please explain why you selected "Yes" for question information)	12: (Note - answers to this question will be provided only to Navy, with no identifying



13. Do you have any current issues or concerns that the Privatized Management is aware of, but has not resolved?		
C Yes		
C No		



Please describe the problem(s) here:		
	, 	
May we provide your address and contact information to the Navy in regard to these specific issues? Contact information provided here will be associated only with your answer to this question and will be kept separate from your other responses and comments.		
C Yes		
C No		



Please provide contact information:		
Address: Name: Phone: Email:		



Please let us know what we are doing right and/or how we can improve your neighborhood and our services. (Note: Although your survey responses are confidential, comments typed here will be viewed by the Navy and Privatized Partners without edits.)			



Would you like to be contacted regarding your comments? (Answer required for this question.)		
C Yes		
C No		



Please provide contact information to send with your comments.		
Name: Phone: Email:		

Click here to review the answers entered for this survey.

After viewing/printing the responses, please close the window to return to this page so you can Submit the survey.